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State of California—Health and Human Services Agency
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June 7, 2002

MMCD All Plan Letter 02003

TO: ☒ County Organized Health System Plan (COHS)
☒ Geographic Managed Care (GMC) Plans
☒ Prepaid Health Plans (PHP)
☒ Primary Care Case Management (PCCM) Plans
☒ Two-Plan Model Plans

SUBJECT: **CULTURAL AND LINGUISTIC CONTRACTUAL REQUIREMENTS:**
Threshold and Concentration Standard Languages Update

PURPOSE

MMCD is responsible for determining statewide threshold languages and their numeric estimate for all Medi-Cal managed care counties. The intent of this letter is to provide all Medi-Cal managed care health plans with updated Threshold and Concentration Standard Language data sets. Plans will be responsible for implementing all appropriate threshold and concentration standard language services in accordance with the updated data sets effective September 30, 2002.

BACKGROUND

Approximately one-third of Medi-Cal beneficiaries that participate in Medi-Cal managed care health plans (plans) indicate a language other than English as their primary language. The Medi-Cal Managed Care Division (MMCD) Policy Letters



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99-02, 99-03 and 99-04 regarding Cultural and Linguistic (C&L) standards, as well as Title VI of the 1964 Civil Rights Act provide guidance for serving Limited English Proficient (LEP) plan members. Policy Letter 99-02, Linguistic Services, and MMCD contract language require plans to provide 24 hour interpreter services for all LEP Members at all provider sites within the plans' service areas. In addition to interpreter services, plans are required to provide translation services to their Medi-Cal LEP members based on certain population levels. Plans must provide interpreter and translation services when a LEP member population meets a numeric threshold of 3,000 members residing in its service area. Both services must also be provided to LEP member populations meeting concentration standards of 1,000 members in a single ZIP code or 1,500 members in two contiguous ZIP codes.

CHANGES IN CALIFORNIA THRESHOLD LANGUAGES FROM 1996 TO PRESENT

In 1996, when the Two-Plan Model was implemented, ten threshold languages statewide were identified: Armenian, Cambodian, Cantonese, English, Farsi, Hmong, Lao, Russian, Spanish and Vietnamese. MMCD's updated Threshold and Concentration Standard Language data set now reflects thirteen threshold languages.

Please be advised that Lao no longer meets the standard to be listed as a threshold language. Conversely, Arabic, Korean, Mandarin, and Tagalog have now been added as threshold languages.

The enclosed updated data set delineates the threshold languages for all Medi-Cal managed care counties. The shaded cells on the data set chart indicate Threshold Standard Languages and the shaded cells with bold text indicate the Concentration Standard Languages. If you have any questions or comments regarding this letter or require any additional information, please contact Mr. Tim Keegan, Chief, Plan Operations/Member Rights Monitoring Section.

Sincerely,



Cheri Rice, Chief
Medi-Cal Managed Care Division

Enclosure



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**Threshold and Concentration Standard Languages
for Two Plan, GMC, and COHS Counties (in shaded text)**

County / # of Languages that meet T/CS (Inc. English)	Total # of Beneficiaries in Mandatory Aid Codes	Arabic	Armenian	Cambodian	Cantonese	English	Farsi	Hmong	Korean	Mandarin	Russian	Spanish	Tagalog	Vietnamese
Alameda (4)	175,027	311	26	1,393	7,096	89,082	2,955	6	321	582	406	17,533	868	7,171
Contra Costa (2)	82,160	71	19	50	268	47,203	464	36	43	62	117	10,852	206	1,163
Fresno (3)	213,111	46	88	1,068	49	121,928	6	5,489	9	7	191	48,420	20	177
Kern (2)	143,819	50	9	303	11	83,390	0	0	13	1	3	34,065	179	89
Los Angeles (11)	2,046,391	1,333	40,904	13,721	18,922	868,419	5,330	100	9,635	7,829	6,508	763,018	4,917	23,615
Monterey (2)	51,590	4	2	2	62	19,490	1	0	19	0	9	23,582	45	424
Napa (2)	8,843	7	0	6	2	4,483	2	0	0	0	0	2,571	5	0
Orange (3)	254,341	218	70	656	323	95,969	1,064	59	734	72	129	75,307	165	29,273
Riverside (2)	207,066	247	14	185	232	119,809	33	213	68	14	68	46,165	141	809
Sacramento (6)	238,260	210	1,060	540	3,418	127,741	376	10,090	107	67	16,154	15,571	453	6,243
San Bernardino (2)	290,854	254	49	590	232	187,986	49	42	109	67	149	48,624	178	2,451
San Diego (4)	296,545	2,791	13	1,445	395	137,010	1,121	488	81	41	535	66,541	1,580	6,756
San Francisco (4)	106,949	156	9	506	12,457	33,977	36	6	164	550	2,642	9,109	1,017	3,304
San Joaquin (3)	109,334	84	9	3,404	66	62,412	85	2,145	6	3	24	14,463	163	1,810
San Mateo (2)	39,935	46	8	3	105	17,116	18	7	16	10	30	11,471	414	73
Santa Barbara (2)	46,763	0	2	12	0	21,674	4	30	1	0	13	16,456	2	24
Santa Clara (3)	139,795	213	30	1,403	1,404	46,842	1,174	23	365	1,884	528	26,465	1,709	19,418
Santa Cruz (2)	23,835	0	1	3	2	10,138	2	3	0	0	1	8,845	0	10
Solano (2)	42,102	23	6	17	56	27,793	20	23	7	2	11	4,172	448	347
Stanislaus (2)	87,938	82	12	1,377	92	48,545	67	431	26	8	235	17,486	31	340
Tulare (2)	100,820	16	2	91	14	53,254	3	109	1	0	0	31,437	12	10
Yolo (3)	22,043	21	3	113	35	11,338	57	126	4	10	1,360	4,042	8	39
Totals	4,727,521	6,183	42,336	26,888	45,241	2,235,599	12,867	19,426	11,729	11,209	29,113	1,296,195	12,561	103,546
% of total	100.00%	0.13%	0.90%	0.57%	0.96%	47.29%	0.27%	0.41%	0.25%	0.24%	0.62%	27.42%	0.27%	2.19%

Threshold Standard Languages (dark cell shading) >3,000 per language

Concentration Standard Languages (bold text with cell shading) >1,000 per zip code or 1,500 per two contiguous zip codes

Napa: Zip Code 94558 has 1,251 Spanish

San Diego : Zip Codes 92020 & 92021 have a total of 1,547 Arabic

Yolo: Zip Code 95605 has 1,051 Russian

NOTE: A total of 832,399 or 18% were either Blank or Invalid in the Language field